Network operations systems

TOPS
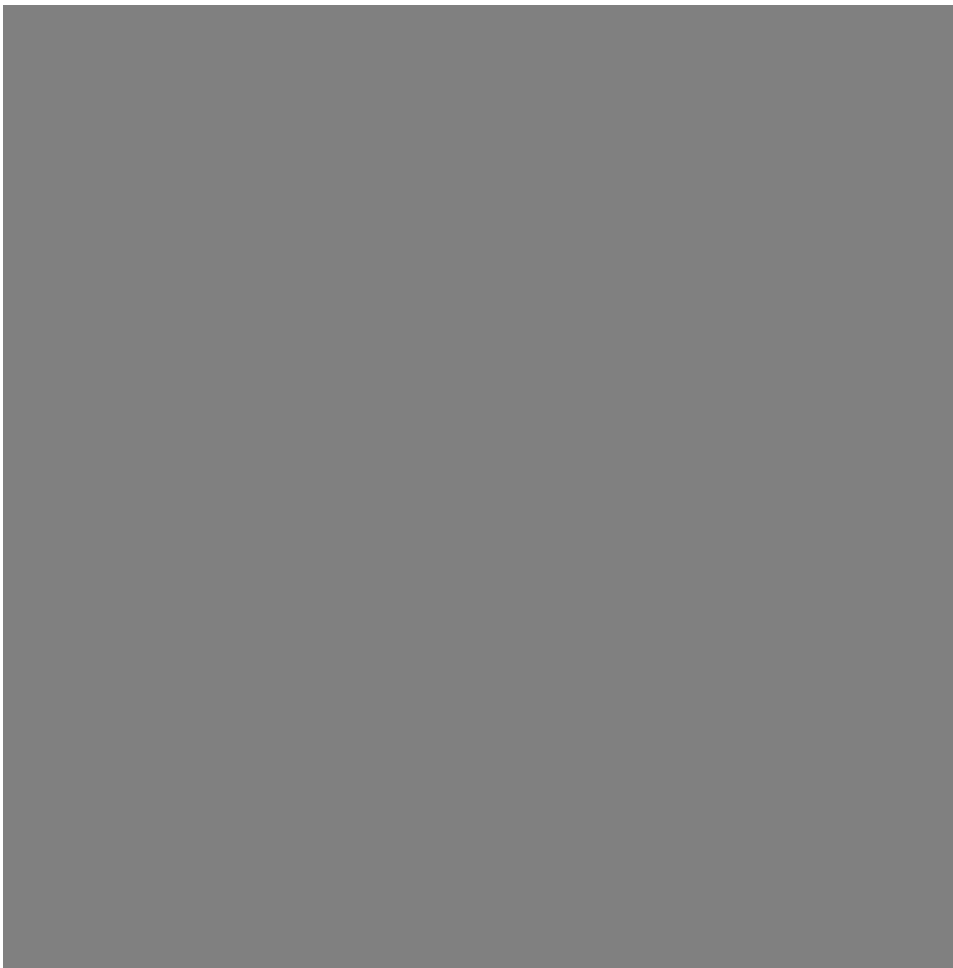# Voice service node

Log and alarm messages

Release: VSN04   Status: Standard   Version: 03.01

NORTEL

Network operations systems

TOPS
Voice service node

Log and alarm messages

Publication number: 450-1301-511
Document status: Standard
Document version: 03.01
Document release: VSN04
Date: August 1995

Contents

1. Introduction

Collection and printing log and alarm messages

Logs and Alarms are collected for TOPS Voice Service Node (VSN) using the log and alarm subsystem installed in base TOPS VSN software. The same subsystem is responsible for creating log and alarm reports. These are stored temporarily on the TOPS VSN and can be sent to a printer or to a terminal for continuous display. TOPS VSN uses a dedicated printer to report its log messages.

Predefined log and alarm configuration datafill is delivered to the operating company as part of the TOPS VSN installation tapes.

TOPS VSN log message format

A typical TOPS VSN log or alarm message is shown below in figure 1-1. Its identifying information is printed on one or two lines, and is followed by the message.

Figure 1-1
Sample TOPS VSN log/alarm message

Severity of Occurrance	Subsystem Number	Report Number	Log Message Number	Date and Time of Generation Locally

```
 *Minor  LAN_NAME  Subsystem=8720,  Report no=0003,  Error no=0002,  88 03 22  13:36

 PRU state Change:  Cabinet 1 Slot 14 Unit#85BC Configuration #0000 FAULTY
 Reporting PRU is Logger
 Other PRU is Unspecified RU.



   dwg 1301-511-1
```
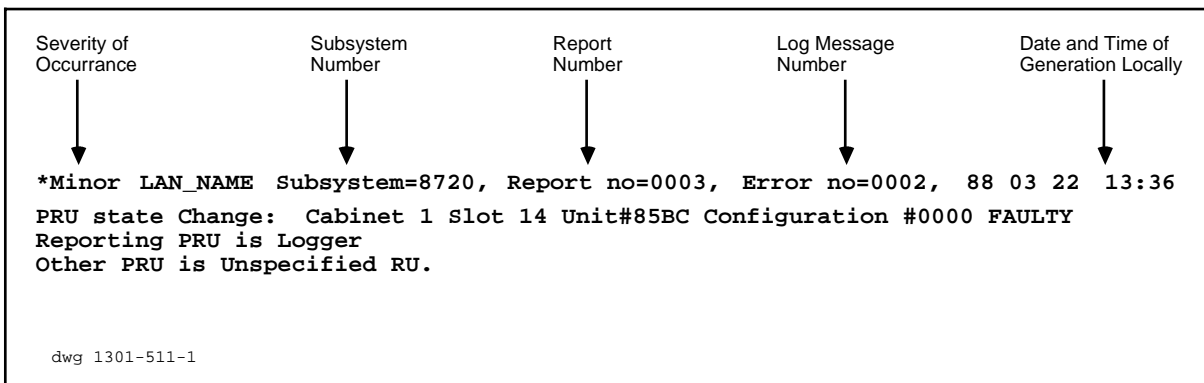
Header Information For TOPS VSN Log Messages.

Identifying information, also known as header information, uniquely identifies each log and alarm message. The header of every log or alarm message generated by TOPS VSN contains the following:

(a) **Date and Time.** The date and time are displayed in the upper left of the message. The format of the date is yymmdd, and the format of the time is hh:mm.

(b) **Severity.** Each log message specifies the severity of the event it is reporting. The following terms or values are used to indicate severity:

*C	**Critical**	Severity 1	Logs with this severity generate critical alarms. These logs and alarms are the result of catastrophic failures such as power failures.
**	**Major**	Severity 2	Logs with this severity generate major alarms. These logs and alarms are the result serious failures such as PRUs being unable to initialize.
*	**Minor**	Severity 3	Logs with this severity generate minor alarms. These alarms are used to flag problems that need either a visual or audible display at the TOPS VSN site. An example of a problem that would cause a minor alarm is an incorrect table entry.
GEvent **GError** **LEvent** **LError**		Severity 4 Severity 5 Severity 6 Severity 7	These are intermediate severity ratings. An event is a happening that does not effect service. The event is simply logged for the record. An error is also considered non-service affecting. It is an isolated error condition caused by the system, for example, a single lost call.
Warning/ Trouble		Severity 8	This log severity indicates a warning.
Status		Severity 9	This log severity reports the status of a particular software or hardware unit. The percentage of disk space used is an example of a log with status severity.
Progress		Severity 10	Log reports the progress of an event.
		Severity 11-13	These severity ratings are not defined for TOPS VSN.

| **Status 14** | Status 14 | Used for login/logout security related events. This status is now used by all logs generated from two DVS subsystems (8029 System Administration (Report #1 only, and 8039 Security Agent Sub-PRU). The logs produced from these two subsystems identify logins, logouts, changes to USERIDs and Admin objects. |
| **Information** | Status 15 | This log severity is used for informational purposes only. |

(c) **Subsystem Number.** The subsystem number is a four-digit hexadecimal number that identifies a message subsystem. For example, the subsystem number for TOPS VSN common logs is 0200 to 020A. Each program resource unit (PRU) that generates logs has its own subsystem; the common logs are shared by all TOPS VSN PRUs.

The following list identifies the number associated with each PRU:

   0200 - Common Logs - Run Errors

   0201 - Common Logs - Tasking Errors

   0202 - Common Logs - I/O Errors

   0203 - Common Logs - VTP Errors

   020A - TOPS VSN Common Logs

   0220 - VI Resource Manager Logs

   8722 - Alarms PRU

   9440 - ACPE Resource Manager Logs

   9441 - Control Link Logs

   9442 - ACPE Logs + ACPE Executor

   9443 - T1 Resource Manager Logs

   9445 - ACPE Maintenance Position

(d) **Report Number.** Report numbers are hexadecimal numbers. They identify the group or category within the subsystem file the message belongs to. For TOPS VSN common log messages, the following numbering convention applies:

Number	**Type**
0000	Nonspecified error types
0001	Run errors
0002	Tasking errors
0003	IO errors

(e) **Error Number.** Error numbers are hexadecimal numbers. They identify the specific error condition within each report number grouping.

Change history

This section summarizes the important changes that affect this publication. They are arranged under the heading of the appropriate Batch Change Supplement (BCS) release.

BCS30

The presentation of this publication has been changed.

The following changes to the TOPS VSN application were made by BCS30:

- introduction of log messages for the locality database
- introduction of log messages for the prompt manager
- addition of an abbreviations list
- introduction of log messages for the support of locality call processing

BCS31

This Document has been reissued as part of the BCS31 release.

BCS32

This document has been revised to include several new alarms in the 8722 subsystem and to include a list of suppressed and thresholded logs.

VSN03 - Version 02.01

This document has been revised to include several new alarm and log messages.

VSN04 - Version 03.01

This document has been revised to include a new log message.

2. TOPS VSN log messages

TOPS VSN log messages are separated into two groups: common logs, and PRU-specific logs. Each group generates logs from a single subsystem (in most cases a subsystem is defined by a PRU). This Publication uses separate tables for each subsystem that generates logs.

The first six tables list logs that are common to TOPS VSN as a whole. These logs are generated from base software but have specific application to TOPS VSN. With these logs there is no one-to-one correspondence between subsystem and PRU. The remaining tables list logs by software (PRU) subsystem. A complete list of logs generated from base software is given in Publication 450-1301-511.

Accompanying each log entry is a definition and a description of the action the user must take to respond to the log. This Publication contains the following log sections:

- **3.** lists messages for base run errors.
- **4.** lists messages for base tasking errors.
- **5.** lists messages for base IO errors.
- **6.** lists messages for base VTP errors.
- **7.** lists messages for TOPS VSN common logs.
- **8.** lists base maintenance notices.
- **9.** lists messages for VI resource manager errors.
- **10.** lists messages for the Alars PRU.
- **11.** lists messages for ACPE resource manager errors.
- **12.** lists messages for datalink errors.
- **13.** lists messages for ACPE errors.
- **14.** lists messages for T1 resource manager errors.
- **15.** lists messages for the Locality Database.
- **16.** lists messages for the Prompt Manager.

The following messages are the complete, or raw messages. The log service may select only certain items from the lists shown for each message, depending on the nature of the event.

3. Common TOPS VSN log messages - 0200

0001/0000   *Message:* [PRU_name] has encountered a bus error. This is an unrecoverable error and the SRU where this PRU resides should be rebooted.

Description: The software task failed because of a hardware error. If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: Reboot the SRU. If the error occurs more than once a week replace the SRU. Record all action taken.

0001/0001   *Message:* [PRU_name] has encountered a divided by zero run error. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed because it encountered a divide by zero operation. The PRU may declare itself faulty or recreate the task.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0002   *Message:* [PRU_name] has encountered a dereferencing of an odd address run error. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed due to a software error.   The PRU may declare itself faulty or recreate the task.   If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: If the PRU is in the working state, no action is required. If the PRU is in a faulty state, document the problem, restart the PRU, and then contact NT.

0001/0003   *Message:* [PRU_name] has encountered an illegal user instruction run error. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed due to a software error.   The PRU may declare itself faulty or recreate the task.   If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0004   *Message:* [PRU_name] has encountered a value range error. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed due to a software error.   The PRU may declare itself faulty or recreate the task.   If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0005   *Message:* [PRU_name] has encountered a stack overflow condition. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed due to a software error.   The PRU may declare itself faulty or recreate the task.   If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0006   *Message:* [PRU_name] has encountered a privilege violation error. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed due to a software error.   The PRU may declare itself faulty or recreate the task.   If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0007   *Message:* [PRU_name], Filler log. This log should not occur as defined in Errordefs.

Description: The software task failed due to a software error.

Action: Retain all information regarding the problem, and then contact NT.

0001/0008   *Message:* [PRU_name] has no buffer pools associated with the task. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed due to a software error.   The PRU may declare itself faulty or recreate the task.   If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0009   *Message:* [PRU_name] can not allocate control blocks. This is an unrecoverable error and the PRU should be rebooted. If rebooting the PRU does not solve the problem, reboot the SRU.

Description: The software task failed because it could not allocate control blocks. Control blocks are required for communication between PRUs.   The PRU may declare itself faulty or recreate the task.   If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.

Action: Reboot the PRU. If this action does not correct the problem, then reboot the SRU.   If the error occurs more than once a week replace the SRU. Document the problem and record all action taken.

0001/000A	***Message:*** [PRU_name] encountered a segment or mapper error. This is an unrecoverable error and the PRU should be rebooted. If rebooting the PRU does not solve the problem, reboot the SRU.
	Description: The software task failed because it encountered a segment or mapping error. The PRU may declare itself faulty or recreate the task. If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.
	Action: Reboot the PRU. If this action does not correct the problem, then reboot the SRU. If the error occurs more than once a week replace the SRU. Document the problem and record all action taken.
0001/000B	***Message:*** [PRU_name] has been in a critical region too long. This is an unrecoverable error and the PRU should be rebooted.
	Description: The software task failed due to a software error. The PRU may declare itself faulty or recreate the task. If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.
	Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.
0001/000C	***Message:*** [PRU_name] has encountered a parity error. This is an unrecoverable error and the SRU should have diagnostics run.
	Description: The software task failed because of a parity error. The PRU may declare itself faulty or recreate the task. If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.
	Action: Run diagnostics on the SRU containing the PRU. To do this take all other PRUs out of service first. If diagnostics fail, replace the SRU. If diagnostics do not detect an error but the problem persists, replace the SRU. Document the problem and record all action taken.
0001/000D	***Message:*** [PRU_name] encountered a kernel error. This is an unrecoverable error and the SRU should be rebooted.
	Description: The software task failed because the kernel of the SRU in which the PRU is operating has encountered an unexpected state. The PRU may declare itself faulty or recreate the task. If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.
	Action: Reboot the SRU. If the error occurs more than once a week replace the SRU. Document the problem and record all action taken.
0001/000E	***Message:*** [PRU_name] has encountered a floating point math error. This is an unrecoverable error and the PRU should be rebooted.
	Description: The software task failed due to a reference error. The PRU may declare itself faulty or recreate the task.
	Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/000F	*Message:* [PRU_name] has encountered a nil pointer reference run error. This is an unrecoverable error and the PRU should be rebooted.
	Description: The software task failed due to a reference error. The PRU may declare itself faulty or recreate the task.
	Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.
0001/0010	*Message:* [PRU_name] has encountered a run error when performing a set operation. This is an unrecoverable error and the PRU should be rebooted.
	Description: The software task failed during a set operation. The PRU may declare itself faulty or recreate the task.
	Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.
0001/0011	*Message:* [PRU_name] has encountered a run error while performing a math operation. Specifically, the error occurred when performing a conversion of a long integer to a short integer. This is an unrecoverable error and the PRU should be rebooted.
	Description: The software task failed because the integer was to large to be converted to a short integer. The PRU may declare itself faulty or recreate the task. If the PRU declares itself faulty then the log subsystem detects the faulty condition and raises an alarm.
	Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.
0001/0012	*Message:* [PRU_name] has encountered a divide by zero run error. This is an unrecoverable error.
	Description: The software task failed because of a long divide by zero operation. The PRU may declare itself faulty or recreate the task.
	Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.
0001/0013	*Message:* [PRU_name] has encountered an overflow run error when performing multiplication. This is an unrecoverable error and the PRU should be rebooted.
	Description: The software task failed because a multiplication operation was too large and overflowed. The PRU may declare itself faulty or recreate the task.
	Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.
0001/0014	*Message:* [PRU_name] has attempted to exit a procedure not directly called. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed because it tried to perform an exit command from a procedure it was not currently executing.   The PRU may declare itself faulty or recreate the task.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0015   *Message:* [PRU_name] encountered a mini-task error. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed due to a software error.   The PRU may declare itself faulty or recreate the task.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0016   *Message:* [PRU_name] was passed input to a transcendental function that was negative. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed because a negative value was used for a transcendental function.   Transcendental function values must be positive. The PRU may declare itself faulty or recreate the task.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

0001/0017   *Message:* [PRU_name] encountered an error associated with IEEE real numbers. This is an unrecoverable error and the PRU should be rebooted.

Description: The software task failed because of an illegal IEEE real number operation.   The PRU may declare itself faulty or recreate the task.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart the PRU, and then contact NT.

4. Common TOPS VSN log messages -0201

0002/0000   ***Message:*** [PRU_name] has successfully communicated with [Other PRU_name]. (No error detected.)

Description: The named PRUs are communicating.

Action: No action is required.

0002/0001   ***Message:*** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. This means the message was not accepted after a timeout value.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message after a specified time interval. It is the responsibility of the sending PRU to recover from the error by resending the message, or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0002   ***Message:*** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. This means the message was not accepted after a timeout value.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message after a specified time interval. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0003   ***Message:*** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. This means the message was not accepted after a timeout value.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message after a specified time interval. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0004   **Message:** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not.   Either a bad control block handler or a bad taskID could cause such an error.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0005   **Message:** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The receiver of the message [Receiving_PRU_ name] is probable cause of error.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0006   **Message:** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. This means the message was not accepted after a timeout value.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message after a specified time interval. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0007   **Message:** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The sender encountered an invalid wait time.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message after a specified time interval. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0008   ***Message:*** [PRU_NAME] was trying to communicate with [PRU_NAME] but could not.
->TaskResult=<task_result_num>
"Diagnostic String1"
"Diagnostic String2"

Description: This log indicates that a communication error has occurred. Action may be required, depending on the state of the PRU(s). If the PRU(s) are in a "working" state, it can be assumed that the software recovered from the error and no further action is required. If one or both of the PRUs are "faulty" or if the problem persists, reboot the "faulty" PRU(s).

Action: If the problem persists, retain all of the information regarding the problem and contact your NT representative.

0002/0009   ***Message:*** [Sending_PRU_name] was trying to initiate a task but could not.

Description: The sending PRU could not initiate a task. It is the responsibility of this PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem and reboot the PRU. If the problem persists reboot the SRU in which the PRU resides. Document the problem, record all action taken , and then call NT.

0002/000F   ***Message:*** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The sender [Sending_PRU_name] did not have a communication pool available OR there was an invalid "MakePool".

Description: The sending PRU could not communicate with the receiving PRU. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0011   ***Message:*** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The sender [Sending_PRU_name] encountered an illegal operation in its mini task.

Description: The sending PRU could not communicate with the receiving PRU. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0015   ***Message:*** [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. Depending on the type of communication method used either [Receiving_PRU_ name] or [Sending_PRU_name] does not have enough communication buffers available.

Description: The sending PRU could not communicate with the receiving PRU. The latter did not accept the message. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0016 *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_PRU_name] but could not. The sender [Sending_PRU_ name] could not transmit to the network.

Description: The sending PRU could not communicate with the receiving PRU. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, restart the sending PRU. If the problem persists, then reboot the entire machine. Document the problem, record all action taken, and then contact NT.

0002/0017 *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_PRU_name] but could not. The sender [Sending_PRU_ name] encountered a stack overflow.

Description: The sending PRU could not communicate with the receiving PRU. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then restart the sending PRU. If the problem persists, then reboot the SRU in which the PRU resides. Document the problem, record all action taken, and then contact NT.

0002/0018 *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_PRU_name] but could not. The information being passed within the communication packet is invalid.

Description: The sending PRU could not communicate with the receiving PRU. It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/0019 *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_PRU_name] but could not. The entry definition in [Receiving_PRU_name] does not match what [Sending_PRU_ name] expects. User action is required.

Description: The sending PRU could not communicate with the receiving PRU because the software version in each were not the same.

Action: The user must reinstall both PRUs from the load tape. If the problem persists, then contact NT.

0002/001A   *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The entry definition in [Sending_PRU_name] was not found, OR push/pull was invoked when not in entry. User action is required.

Description: The sending PRU could not communicate with the receiving PRU because the software version in each were not the same.

Action: The user must reinstall both PRUs from the load tape. If the problem persists, then contact NT.

0002/001B   *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The result was a communication failure.

Description: The sending PRU can not communicate with the receiving PRU because the receiving PRU is not there.   It is the responsibility of the sending PRU to recover from the error or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, document the problem, restart both sending and receiving PRUs, and then contact NT.

0002/001C   *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The result was that the location address of the receiver was invalid.

Description: The sending PRU could not communicate with the receiving PRU.   It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then document the problem, and restart both sending and receiving PRUs. If necessary, restart the SRUs in which both PRUs reside. Record all action taken, and then contact NT.

0002/001D   *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The result was an interval timer error.

Description: The sending PRU could not communicate with the receiving PRU.   It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then document the problem, and restart both sending and receiving PRUs. If necessary, restart the SRUs in which both PRUs reside. Record all action taken, and then contact NT.

0002/001E   *Message:* [Sending_PRU_name] was trying to communicate with [Receiving_ PRU_name] but could not. The problem is the sender [Sending_PRU_name] could not obtain control blocks. User action is required.

Description: The sending PRU could not communicate with the receiving PRU.   It is the responsibility of the sending PRU to recover from the error by resending the message or to declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then document the problem, and restart both sending and receiving PRUs. If necessary, restart the SRUs in which both PRUs reside. Record all action taken, and then contact NT.

5. Common TOPS VSN log messages - 0202

0003/0000   ***Message:*** [PRU_name] successfully performed an IO operation on pathname [file/directory_pathname].

Description: The PRU successfully completed an IO operation.

Action: No action required.

0003/0001   ***Message:*** [PRU_name] received an IO error (Mixed_Access) on path [file/directory_path name]. The "localized SRU" error was the result of mixing IO types, for example (Readln and blockreads).

Description: The PRU encountered an error during an IO operation on the file or directory. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, the corrective action taken, and then contact NT.

0003/0002   ***Message:*** [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of reaching a resource limit.

Description: The PRU encountered an error during an IO operation on the file or directory. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If the PRU is still faulty, then reboot the SRU in which the PRU resides. If all reboot operations are unsuccessful, then reboot the whole system. Document the problem, the corrective action taken, and then contact NT.

0003/0014   ***Message:*** [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of trying to write an illegal character.

Description: The PRU encountered an error during an IO operation on the file or directory. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, the corrective action taken, and then contact NT.

0003/001E   *Message:* [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of an out of bounds operation.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, the corrective action taken, and then contact NT.

0003/0028   *Message:* [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of performing an I/O operation on a file that was not opened.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, or if the problem persists, then reboot the PRU. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the entire system. Document the problem, record all action taken, and then contact NT.

0003/0029   *Message:* [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of performing an open operation on a file that was already opened.

Description: The PRU encountered an error during an IO (open) operation on the file or directory. The operation was not performed because it did not make its way to the server. The error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, the corrective action taken, and then contact NT.

0003/002A   *Message:* [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of trying to save the file to disk, but the file was not opened for "writable" access.

Description: The PRU encountered an error during an IO operation such as, open, read, or write, on the file or directory. The operation was not performed because it did not make its way to the server. The error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, the corrective action taken, and then contact NT.

0003/002B   *Message:* [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of performing an illegal seek operation.

Description: The PRU encountered an error during an IO operation such as, open, read or write, on the file or directory. The operation was not performed because it did not make its way to the server. The error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/002C   *Message:* [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of performing an operation on a file set using a bad identifier for the file set.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/002D   *Message:* [PRU_name] received an IO error on path [file/directory_path name]. The error was the result of performing an I/O operation, but the server that was referenced [first_component_of_pathname], was not found.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/002E *Message:* [PRU_name] received an IO error (Across_File_System) on path [file/directory_path name]. The error was the result of performing an I/O operation across file systems. Some commands are not supported.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/002F *Message:* [PRU_name] received an IO error (Already_Logged_On) on path [file/directory_path name]. The error was the result of logging into a server that is already logged into.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0030 *Message:* [PRU_name] received an IO error (Client_Resource_Limit) on path [file/directory_path name]. The error was the result of reaching some limit local to the SRU where the PRU [PRU_name] resides.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. Probable cause is one or more open files. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0031   *Message:* [PRU_name] received an IO error (Value_Overflow) on path [file/directory_path name]. The error was the result of overflowing a particular field.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0064   *Message:* [PRU_name] received an IO error (Mismatch_In_Interface) on path [file/directory_path name]. The "server" error was the result of having old and new versions of kernel/file server code. User action is required.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed because it did not make its way to the server. This error is in the SRU where the PRU resides. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: Load compatible software loads on each SRU and the file server(s). Reboot the system. Document the problem, record all action taken, and then contact NT.

0003/0065   *Message:* [PRU_name] received an IO error (Bad_Pathname) on path [file/directory_path name]. The "server" error was the result of specific illegal characters, or bad length in the pathname.

Description: The PRU encountered an error during an IO operation on the file or directory.   The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0066   *Message:* [PRU_name] received an IO error (File_Not_Found) on path [file/directory_path name]. The "server" error was the result of not being able to find the specified file (or path) on the requested server.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0067   *Message:* [PRU_name] received an IO error (Cannot_Create) on path [file/directory_path name]. The "server" error was the result of not being able to create the specified file (or path).

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0068   *Message:* [PRU_name] received an IO error (Duplicate_Name) on path [file/directory_path name]. The "server" error was the result of attempting to create a file (or directory) when the entity already exits.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0069   *Message:* [PRU_name] received an IO error (Bad_Address) on path [file/directory_path name]. The "server" error was the result of specifying a bad address.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/006A   ***Message:*** [PRU_name] received an IO error (Outside_File_Boundaries) on path [file/directory_path name]. The "server" error was the result of attempting an IO operation outside the boundaries of the file. (Accessing beyond the end of file).

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/006B   ***Message:*** [PRU_name] received an IO error (Mode_Conflict) on path [file/directory_path name]. The "server" error was the result of a mode conflict error. (i.e.. a file was opened for write mode and someone else already had the file opened in the write mode.)

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/006C   ***Message:*** [PRU_name] received an IO error (Bad_Obj_Type) on path [file/directory_path name]. The "server" error was the result of specifying a bad object type.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/006D   ***Message:*** [PRU_name] received an IO error (Access_Denied) on path [file/directory_path name]. The "server" error was the result of an access denied operation. (i.e.. The user does not have access rights to the file.)

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/006E   *Message:* [PRU_name] received an IO error (Invalid_Password) on path [file/directory_path name]. The "server" error was the result of an invalid password specified.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/006F   *Message:* [PRU_name] received an IO error (Command_Not_Supported) on path [file/directory_path name]. The "server" error was the result of specifying a command that is not supported.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0070   *Message:* [PRU_name] received an IO error (Device_Offline) on path [file/directory_path name]. The "server" error was the result of attempting to access a device that is offline.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: Put the required device on line or specify an alternate online device. If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0071   *Message:* [PRU_name] received an IO error (Server_Resource_Limit) on path [file/directory_path name]. The "server" error was the result of reaching a server resource limit, probably too many files open.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: Close all files that do not need to be open.   If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0072   *Message:* [PRU_name] received an IO error (Parity_Error) on path [file/directory_path name]. The "server" error was the result of a parity error in reading data from the server.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU and the file server. If the problem persists, replace the file server SRU and if necessary, the disk. Document the problem, record all action taken, and then contact NT.

0003/0073   *Message:* [PRU_name] received an IO error (Disk_Write_Protected) on path [file/directory_path name]. The "server" error was the result of trying to write to a disk that is write protected. Access SAS utilities and unprotect the server. If it is the prime disk, use FSPATCH.

Description: The PRU encountered an error during an IO (write) operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: Reset the write protect flag of the file server. If the PRU is in the working state, no further action is required. If the PRU is in the faulty state, then reboot the PRU and the file server. If the problem persists, replace the file server SRU and if necessary, the disk. Document the problem, record all action taken, and then contact NT.

0003/0074   *Message:* [PRU_name] received an IO error (No_Directory) on path [file/directory_path name]. The "server" error was the result of performing an operation on a directory that does not exit.

Description: The PRU encountered an error during an IO operation trying to access a directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0075   ***Message:*** [PRU_name] received an IO error (Object_Not_Writable) on path [file/directory_path name]. The "server" error was the result of performing a write operation on an object (or file) that can not be written to.

Description: The PRU encountered an error during an IO (write) operation on the file or object. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0076   ***Message:*** [PRU_name] received an IO error (Bad_Access_Mode) on path [file/directory_path name]. The "server" error was the result of an illegal access specification in pathname.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0077   ***Message:*** [PRU_name] received an IO error (Bad_Remote_Pointer) on path [file/directory_path name]. The "server" error was the result of using a bad remote pointer.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0078   ***Message:*** [PRU_name] received an IO error (Transaction_Timeout) on path [file/directory_path name]. The "server" error was the result of a timeout that occurred on a close/commit of a transactional file set.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0079   *Message:* [PRU_name] received an IO error (Date_Noset) on path [file/directory_path name]. The error was the result of attempting a file commit with no time server on node.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0082   *Message:* [PRU_name] received an IO error (Bad_Directory) on path [file/directory_path name]. The error was the result of not being able to recognize the directory structure on the floppy.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0083   *Message:* [PRU_name] received an IO error (Too_Many_Files_On_Dir) on path [file/directory_path name]. The error was the result of an overrun on UCSD limit of 77 files per floppy.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: Remove unwanted files from the floppy. If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0084   *Message:* [PRU_name] received an IO error (No_Room_On_Vol) on path [file/directory_path name]. The error was the result of the disk being full.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0085   *Message:* [PRU_name] received an IO error (New_Volume_Mounted) on path [file/directory_path name]. The error was the result of a new volume being mounted.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0086   *Message:* [PRU_name] received an IO error (Timeout_On_Vol) on path [file/directory_path name]. The error was the result of a server communication problem.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/008C   *Message:* [PRU_name] received an IO error (Serious_Error_Level) on path [file/directory_path name].

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0094   *Message:* [PRU_name] received an IO error (Bad_Comm_Addr) on path [file/directory_path name]. The error was the result of specifying an invalid site address.

     Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

     Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If neither reboot operations are successful, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0095   *Message:* [PRU_name] received an IO error (Bad_Comm_Msg) on path [file/directory_path name]. The error was the result of a protocol error between communication servers.

     Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

     Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0096   *Message:* [PRU_name] received an IO error (Comm_Link_Failure) on path [file/directory_path name]. The error was the result of failure in communications between sites.

     Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

     Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0097   *Message:* [PRU_name] received an IO error (Remote_Site_Failure) on path [file/directory_path name]. The error was the result of a failure of the server at the remote site.

     Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0098   *Message:* [PRU_name] received an IO error (Bad_File) on path [file/directory_path name]. The error was the result of file identifier not recognized by the server.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0099   *Message:* [PRU_name] received an IO error (Consistency_Check) on path [file/directory_path name]. The error was the result of data on the disk is not what the file system thinks is on the disk.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: Reformat the disk. Document the problem, record all action taken, and then contact NT.

0003/009A   *Message:* [PRU_name] received an IO error (Bad_Transaction_ID) on path [file/directory_path name]. The error was the result of an invalid file set transaction identifier.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/009B   *Message:* [PRU_name] received an IO error (Bad_Volume_ID) on path [file/directory_path name]. The error was the result of the specified volume identifier for the fid (file identifier) is for this server.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/009C   *Message:* [PRU_name] received an IO error (Spares_Not_Zero) on path [file/directory_path name]. The error was the result of the "spares" field input is not zero.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/009D   *Message:* [PRU_name] received an IO error (Bad_Uobj_Type) on path [file/directory_path name]. The error was the result of an invalid Unix Object type specified.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/009E   *Message:* [PRU_name] received an IO error (File_Exists_Already) on path [file/directory_path name]. The error was the result of specifying an exclusive option set but the file already exists.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/009F   *Message:* [PRU_name] received an IO error (Bad_SCR_Pathname) on path [file/directory_path name]. The error was the result of invalid source pathname specified.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0100   *Message:* [PRU_name] received an IO error (Illegal_Parameter) on path [file/directory_path name]. The error was the result of an illegal parameter submitted to FileOperating System interface.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0101   *Message:* [PRU_name] received an IO error (Bad_Dest_Pathname) on path [file/directory_path name]. The error was the result of specifying a bad destination pathname.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0102   *Message:* [PRU_name] received an IO error (Bad_Dest_VolumeID) on path [file/directory_path name]. The error was the result of specifying a volume ID of the destination fid (file identifier) is not for this server.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0103   ***Message:*** [PRU_name] received an IO error (Bad_Parameter) on path [file/directory_path name]. The error was the result of specifying an invalid input parameter.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0096   ***Message:*** [PRU_name] received an IO error (New_PSWD_Invalid) on path [file/directory_path name]. The error was the result of specifying a bad password.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0105   ***Message:*** [PRU_name] received an IO error (Bad_Vol_Control_Param) on path [file/directory_path name]. The error was the result of specifying a bad volume control parameter.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0106   ***Message:*** [PRU_name] received an IO error (Bad_Agent_ID) on path [file/directory_path name]. The error was the result of an agent_ID on logout being invalid.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0107
Message: [PRU_name] received an IO error (No_Dir_Blk_Delete) on path [file/directory_path name]. The error was the result of no standard delete of directory blocks.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0108
Message: [PRU_name] received an IO error (Bad_Key) on path [file/directory_path name]. The error was the result of the instance key handed in is invalid.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0096
Message: [PRU_name] received an IO error (FS_Read_Error) on path [file/directory_path name]. The error was the result of a Read Error occurring in user data.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/010A
Message: [PRU_name] received an IO error (FS_Write_Error) on path [file/directory_path name]. The error was the result of a Write Error occurring in user data.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/010B   *Message:* [PRU_name] received an IO error (Bad_SFS_Task_ID) on path [file/directory_path name]. The error was the result of the agent or object identifier which does not exist.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/010C   *Message:* [PRU_name] received an IO error (Bad_CMD_Length) on path [file/directory_path name]. The error was the result of the length of the File Operating System command being incorrect.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/010D   *Message:* [PRU_name] received an IO error (Bad_SRC_Volume_ID) on path [file/directory_path name]. The error was the result of specifying a volume_ID of source fid (file identifier) not for this server.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/010E   *Message:* [PRU_name] received an IO error (PERM_Denied) on path [file/directory_path name]. The error was the result of permission denied.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

0003/0129   *Message:* [PRU_name] received an IO error (Special_File) on path [file/directory_path name]. The error was the result of a SFS special file for UNIX.

Description: The PRU encountered an error during an IO operation on the file or directory. The operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. If the problem persists, then reboot the server which handles the IO operation. If this action doesn't correct the problem, then reboot the SRU. If the PRU is still faulty, then reboot the whole system. Document the problem, record all action taken, and then contact NT.

6. Common TOPS VSN log messages - 0203

0001/0000   *Message:* [PRU_name] encountered a VTP error [decimal]. [Two 80 character lines of optional data.]

                              Description: The PRU encountered an communication error. The communication operation was not performed. It is the responsibility of the PRU performing the operation to recover from the error and to retry the operation. If it is unable to do so, then it can declare itself faulty.

                              Action: If the PRU is in the working state, no action is required. If the PRU is in the faulty state, then reboot the PRU. Document the problem, record all action taken, and then contact NT.

7. Common TOPS VSN log messages - 020A

0001/0000   *Message:* [PRU_name] could not obtain sufficient memory to operate. User action is required. [Two 80 character lines of optional data.]

         Description: The PRU could not find enough memory to perform a function or to initialize.

         Action: The user should make sure that there are no PRUs defined in the application processor that do not need to be there. Document the problem, record all action taken, and then contact NT.

0001/0001   *Message:* [PRU_name] could not obtained sufficient memory to obtain communication buffer pools. The number of buffers required = [decimal]. The size of buffers required = [decimal]. The buffer pool identifier = [name]. User action is required. [Two 80 character lines of optional data.]

         Description: The PRU could not find found enough memory to obtain communication buffers.

         Action: The user should make sure that there are no PRUs defined in the application processor that do not need to be there. Document the problem, record all action taken, and then contact NT.

0001/0002   *Message:* [PRU_name] could not add buffer memory pools to task. [Two 80 character lines of optional data.]

         Description: The PRU had trouble interacting with the memory manager. The PRU should declare itself faulty.

         Action: Document the problem, and then contact NT.

0001/0003   *Message:* [PRU_name] tried to register [name] with the name server but failed. [Two 80 character lines of optional data.]

         Description: The PRU could not register its name with the name server facility. No other PRU will be able to find this PRU through the name server facility.   The PRU does not necessarily have to declare itself faulty; it can communicate using other means. This log indicates trouble with the name server.

         Action: Reboot the PRU. If this action is unsuccessful, then reboot the SRU in which the name server resides.   Document the problem, record all action taken, and then contact NT.

0001/0004   *Message:* [PRU_name] tried to locate [name] with the name server but failed. [Two 80 character lines of optional data.]

Description: The PRU could not find the name of the PRU or task it was trying to locate using the name server facility. The PRU does not necessarily have to declare itself faulty; it can communicate using other means. This log indicates one of two problems: trouble with the name server, or that the PRU or task does not exist.

Action: If the entity exists make sure that it's state is "working". If the PRU or task does exist, reboot it. If this action is unsuccessful, then reboot the SRU in which the PRU resides. If the problem persists reboot the entire machine. Document the problem, record all action taken, and then contact NT.

0001/0005   *Message:* [PRU_name] tried to register with the DVS Resource Manager and failed. Return code = [defined_below]. [Two 80 character lines of optional data.]

Description: When the PRU tries to register its name with the DVS Resource Manager, a return code indicates the nature of the failure. Return codes are: invalid address or not present, or Reg-Operation parameter is out of range.

Action: When the return code indicates failure to communicate with the DVS Resource Manager, reboot the PRU. If this action is unsuccessful, then reboot the entire machine. Document the problem, and record all action taken. If the problem persists, then contact NT.

0001/0006   *Message:* [PRU_name] tried to perform an "rm_Request" with the DVS Resource Manager and failed. Return code = [DVS_code]. [Two 80 character lines of optional data.]

Description: The PRU tried to perform a request with the DVS Resource Manager but failed. The return code indicates the reason.

Action: When the return code indicates failure to communicate with the DVS Resource Manager, then reboot the PRU. If this action is unsuccessful, then reboot the entire machine. Document the problem, and record all action taken. If the problem persists, then contact NT.

0001/0007   *Message:* [PRU_name] could not free memory. User action is required. [Two 80 character lines of optional data.]

Description: The PRU or task was unable to perform because it could not free enough memory.

Action: Courtesy down the PRU, then return it to service. If this action does not solve the problem, then reboot the SRU. Document the problem, and record all action taken. If the problem persists, then contact NT.

0001/0020   *Message:* [PRU_name] was attempting to perform an SDM "Init" and failed. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: When the PRU tries to initialize the Service Data Manager it fails. Class error codes are: 1) run error, 2) task error, and 3) IO error.

Action: This log should never occur. If it does, contact NT immediately.

0001/0021   *Message:* [PRU_name] was attempting to perform an SDM "Set Atomic Commit" and failed. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to set the atomic commit for a Service Data Manager operation and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error.

Action: This log should never occur. If it does, contact NT immediately.

0001/0022   *Message:* [PRU_name] was attempting to perform an SDM "Add table TransID" and failed. table Name = [SDM_table] Access Mode = [read only/read-write]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: When the PRU tries to add a table to the Service Data Manager, it fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The error may be caused by a full internal array or a duplication in table names.

Action: Record all information for NT.

0001/0023   *Message:* [PRU_name] was attempting to perform an SDM "Set TNUM TransID" and failed. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to set TNUM transID for a Service Data Manager operation and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error.

Action: This log should never occur. If it does, contact NT immediately.

0001/0024   *Message:* [PRU_name] was attempting to perform an SDM "Get TNUM TransID" and failed. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to get a TNUM transID for a Service Data Manager operation and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error.

Action: This log should never occur. If it does, contact NT immediately.

0001/0025   *Message:* [PRU_name] was attempting to perform an SDM "Init TransID" and failed. table Name = [SDM_table] Access Mode = [read only/read-write]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to initialize transID for a Service Data Manager operation and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error.

Action: This log should never occur. If it does, contact NT immediately.

0001/0026   *Message:* [PRU_name] was attempting to perform an SDM "Start Transaction" and failed. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to start a transaction with the Service Data Manager and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. This log indicates that another user has already opened some of the required files or tables.

Action: Record all information for NT.

0001/0027   *Message:* [PRU_name] was attempting to perform an SDM "End Transaction" and failed. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to end a transaction with the Service Data Manager and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The files or tables could not be committed.

Action: Record all information for NT.

0001/0028   *Message:* [PRU_name] was attempting to perform an SDM "Open table" and failed. table Name = [SDM_table] Access Mode = [read only/read-write]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to open a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The error may be caused by a full internal array or when the table does not exist.

Action: Record all information for NT.

0001/0029   *Message:* [PRU_name] was attempting to perform an SDM "Add table" and failed. SD table Name = [SDM_table], DD table Name = [data_dictionary_table], File Name = [Helix_filename]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to add a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The error may be caused by a full internal array or when the table has already been added.

Action: Record all information for NT.

0001/002A   *Message:* [PRU_name] was attempting to perform an SDM "Change table" and failed. table Name = [SDM_table]. table change Type = [new_attribute/ new name/new DD name]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to change a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. This log is generated when the table does not exist.

Action: Record all information for NT.

0001/002B   *Message:* [PRU_name] was attempting to perform an SDM "Delete table" and failed. table Name = [SDM_table]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to end a transaction with the Service Data Manager and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. This log is generated when the table does not exist.

Action: Record all information for NT.

0001/002C   ***Message:*** [PRU_name] was attempting to perform an SDM "Read table" and failed. table Name = [SDM_table]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to read a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. This log is generated when the table does not exist.

Action: Record all information for NT.

0001/002D   ***Message:*** [PRU_name] was attempting to perform an SDM "Add Tuple" and failed. table Name = [SDM_table]. Tuple ID = [tuple_name]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to add a tuple to a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The log may be generated when the tuple already exists in the table, or when the table does not exist.

Action: Record all information for NT.

0001/002E   ***Message:*** [PRU_name] was attempting to perform an SDM "Change Tuple" and failed. table Name = [SDM_table]. Tuple ID = [tuple_name]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to change a tuple in a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The log may be generated when the tuple can not be found, or when the table does not exist.

Action: Record all information for NT.

0001/002F   ***Message:*** [PRU_name] was attempting to perform an SDM "Delete Tuple" and failed. table Name = [SDM_table]. Tuple ID = [tuple_name]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to delete a tuple in a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The log may be generated when the tuple can not be found, or when the table does not exist.

Action: Record all information for NT.

0001/0030   ***Message:*** [PRU_name] was attempting to perform an SDM "Read Tuple" and failed. table Name = [SDM_table]. Tuple ID = [tuple_name]. Error Type = [Helix_IO_result], Error Class = [1,2,3]. [Two 80 character lines of optional data.]

Description: The PRU tries to delete a tuple in a Service Data Manager table and fails. Class error codes are: 1) run error, 2) task error, and 3) IO error. The log may be generated when the tuple can not be found, because the table does not exits or when the table has been modified since the last transaction.

Action: Record all information for NT.

0001/0031   *Message:* [PRU_NAME] could not interpret a triple read from the SDM.
                 Table name = [table_name]
                 Tuple ID = [tuple_name]
                 "Diagnostic String1"
                 "Diagnostic String2"

                 Description: This log indicates an error in interpreting a field within the specified tuple.

                 Action: Re-edit the tuple and verify that the fields are all of the correct type.

0001/0032   *Message:* [PRU_NAME] was attempting to perform an SDM "notification Registration" and failed.
                 Table name = <table_name>
                 "Diagnostic String1"
                 "Diagnostic String2"

                 Description: This log indicates the SDM Notification server may be down or faulty.

                 Action: Ensure that the SDM Notification Server is in a working state. If the problem persists, retain all of the information regarding the problem and contact your NT representative.

8. Common TOPS VSN log messages - 0020

0001/0000   ***Message:*** [PRU_name] could not insert Control Link PRU in data structure. It is full. Maximum number of control links supported = [max_number]

                        Description: The maximum number of controls links the system can support has been reached. The maintenance notice PRU is still working but will only send notices to the first [max_number] control links up.

                        Action: No action

0001/0001   ***Message:*** [PRU_name] could not insert a maintenance notice in data structure. Structure is full. Maximum number of notices supported = [max_number].

                        Description: The maximum number of maintenance notices the system can support has been reached.

                        Action: The user must delete some notices.

0001/0002   ***Message:*** [PRU_name] could not insert a DMS-link tuple in data structure. Structure is full. Maximum number of links supported is [max_number].

                        Description: The maximum number of DMS-links the system can support has been reached.

                        Action: The user must delete some links.

9. Voice interface resource manager log messages - 0220

0000/0000	***Message:*** Error encountered attempting to load DTMF patterns. The symbol [symbol] is referenced in the table [table_name] but not found in the table [table_name].
	Description: Applications can not access the VIs because of a reference error in an SDM table. This table can not be accessed by the user.
	Action: Contact NT to correct the problem.
0000/0001	***Message:*** Error encountered attempting to load DTMF patterns.
	Description: Applications can not access the VIs because of a reference error in an SDM table. This table can not be accessed by the user.
	Action: Contact NT to correct the problem.
0000/0002	***Message:*** VIRM has been unable to load DTMF patterns. The specific problem encountered is described in another log.
Major	***Description:*** The Voice Interface Resource Manager could not load an SDM table. Either the previous, but usually the log immediately following this one, identifies the specific problem.
	Action: The problem identified in the qualifying log must be corrected. When corrected, the VIRM must be reload. The alarm clears once this is done.
0000/0003	***Message:*** Any outstanding alarms generated by the VIRM have been cleared.
	Description: This log is generated every time the VIRM PRU is brought into service. There may not be any outstanding alarms when the VIRM is brought into service.
	Action: No action.

10. Alarm Subsystem - 8722

0001/0001	*Message:* Alarm Interface Unit has RECEIVED an external alarm.

0001/0001   *Message:* Alarm Interface Unit has RECEIVED an external alarm.
External ALIU input is: <string>.
Explanation: The ALIU has sensed remote activation of an alarm condition.
The string stating the error is one of the following:
FAN 1 FAILURE
POWER CONVERTER 1 FAILURE
POWER CONVERTER 2 FAILURE
FUSE FAILURE
FAN 2 FAILURE
POWER CONVERTER 3 FAILURE
POWER CONVERTER 4 FAILURE
USER 1 INPUT
USER 2 INPUT
USER 3 INPUT
Action: The system should be serviced according to the troubleshooting
procedures in NTP 450-1011-501. System troubleshooting should only be
performed by qualified service personnel (that is, a system administrator or
maintenance technician).

0001/0002   *Message:* Alarm Interface Unit has RECOVERED an external alarm.
External ALIU input is: <string>.
Explanation: The ALIU has sensed the clearing of the externally generated
alarm. The string stating the error is one of the following:
FAN 1
POWER CONVERTER 1
POWER CONVERTER 2
FUSE
FAN 2
POWER CONVERTER 3
POWER CONVERTER 4
USER 1 INPUT
USER 2 INPUT
USER 3 INPUT
Action: No action required by the user.

0005/0001   *Message:* The alarm subsystem has lost communication with the APTIO
port. Please check the status of the APTIO port <port-name>.
Explanation: The link between the alarm subsystem and the "alarm box" has
been disconnected. The alarm box is a separate visual indicator of alarms.

	Action: The system administrator must check the status of the APTIO port according to NTP 450-1011-301. If the fault has not been detected at the port, the operation of the LIU must be checked. It must also be determined if the cabling from the DNC to the LIU is intact.
0005/0002	*Message:* The alarm subsystem has recovered communication with the APTIO port. APTIO port <string>.
	Explanation: The alarm subsystem was able to reconnect with the APTIO port and is now functioning properly. The link between the alarm subsystem and the alarm box has been restored and is functioning normally.
	Action: No action required by the user.
0020/0000	*Message:* Unable to access disk "LOCAL".
	Explanation: This log indicates that a communication error has occurred to the local system disk. Call processing will not be interrupted. Locality calls will be handled according to parameter LOC_DEFAULT_PROMPT in the user interaction table.
	Action: If the problem persists, retain all of the information regarding the problem and contact your NT representative.
0020/0001	*Message:* I/O Error <I/O-error-number> saving log to disk. The new alarm subsystem history file was created successfully.
	Explanation: The alarm subsystem has recovered from the error situation by creating a new history file and starting fresh. The original history file was renamed from ALARMHIST to ALARMHIST.YY_MM_DD.
	Action: No action required by the user.
0020/0002	*Message:* Unrecoverable I/O Error <I/O-error-number> saving log to disk. Action may be required by the system administrator.
	Explanation: The alarm subsystem could not recover from the error situation by creating a new history file and starting fresh.
	Action: A system administrator with superuser authority must remove the current alarm history file :LOCAL:PRU:LOGS:HISTORY:ALARMHIST and then reload the alarm subsystem PRU.
0020/0003	*Message:* The alarm subsystem disk task was unable to find its initialization file: :LOCAL:PRU:LOGS:AL:ALINIT.TEXT. Default values have been supplied.
	Explanation: The alarm system's initialization file is probably missing from the system. The alarm subsystem initializes itself using available default values.
	Action: A system administrator with superuser authority must check the load tape for the presence of the initialization file and replace this file if necessary.
0020/0004	*Message:* The Current Alarm Service history file is larger than that specified in the initialization file ':LOCAL:PRU:LOGS:AL:ALINIT'. A new alarm subsystem history file was created successfully.
	Explanation: The alarm subsystem has created a new history file and is starting fresh. The original history file was renamed from ALARMHIST to ALARMHIST.YY_MM_DD.
	Action: No action required by the user.

11. ACPE resource manager log messages - 9440

0000/0000	**Message:** [PRU_name] has detected the termination of an ACPE identified as [dead_PRU_name] [dead_PRU_number]. [Number_of_calls] will be terminated.

Description: An ACPE PRU has died. All calls the ACPE was processing at the time the PRU died, are lost. If the ACPE died because of a fault, an alarm is sounded. If the ACPE died because it was courtesied down, then no alarm is generated.

Action: Verify in SAS that the ACPEs go into service.

0000/0001 **Message:** [PRU_name] has detected the activation of an ACPE identified as [act._PRU_name] [act._PRU_number].

Description: An ACPE PRU has been brought into service.

Action: No action.

0000/0002 **Message:** Invalid call reference returned from the ACPE. Call returned: Tag = [sent (ACPE-RM)_id_number], CallID = [returned_id_number], DMSref = [DMS_CLLI], DMSID = [DMS_id], Voice Channel = [voice_channel_id].

Description: The ACPE-RM made a request to the ACPE. When a response was made by the ACPE, the identifying parameters did not match those sent. The ACPE-RM ignored the response from the ACPE.

Action: No action.

0000/0003 **Message:** An illegal state transition occurred. Call affected was: Tag = [sent (ACPE-RM)_id_number], CallID = [returned_id_number], DMSref = [DMS_CLLI], DMSID = [DMS_id], Voice Channel = [voice_channel_id], Current State = [current_call_state], Next State = [next_call_state].

Description: This error should never occur.

Action: No action.

0000/000A **Message:** SET entry invoked - Aborting a call. Call aborted is: CallID = [returned_id_number], DMSref = [DMS_CLLI], DMSID = [DMS_id], Voice Channel = [voice_channel_id].

Description: The call has been manually aborted.

Action: No action.

0000/000B **Message:** SET entry invoked - Making an ACPE inactive. The ACPE made inactive was: [PRU_name] [PRU_number]. New load is: [load_id].

Description: The ACPE PRU has been made inactive manually.

Action: No action.

0000/000C *Message:* SET entry invoked - Changing the load on an ACPE. The ACPE was: [PRU_name] [PRU_number].

Description: The ACPE load has been set manually. This value is reset by the next interaction with the ACPE.

Action: No action.

0000/000F *Message:* SET entry invoked - The ObjectID passed is not supported. Object Type was: [object_type]. Object Index was: [object_index].

Description: The object is not curently supported.

Action: No action.

0000/0010 *Message:* SET entry invoked - Set on "call" failed. Call reference did not match an active call.

Description: The "set" did not operate properly. Invalid data was sent.

Action: No action.

0000/0011 *Message:* SET entry invoked - Set on "de-activating an ACPE" failed. PRU number did not match an active ACPE.

Description: The "set" did not operate properly. Invalid data was sent.

Action: No action.

0000/0012 *Message:* SET entry invoked - Set on "setting load" failed. PRU number did not match an active ACPE.

Description: The "set" did not operate properly. Invalid data was sent.

Action: No action

0000/0013 *Message:* SET entry invoked - Set on "setting load" failed. The load value must be between 0 ..100.

Description: The "set" did not operate properly. Invalid data was sent.

Action: No action.

0000/0014 *Message:* SET entry invoked - Set on "algorithm selection" failed. PRU number did not match an active ACPE.

Description: The "set" did not operate properly. Invalid data was sent.

Action: No action.

0000/0015 *Message:* SET entry invoked making an ACPE ACTIVE.   The ACPE made active was :[PRU_NAME], <ACPE_location>

Description: This log indicates that an ACPE has been manually set to active.

Action: No action required.

0000/0027 *Message:* <PRU_name> (Tokenizer) Disk status over threshold. Stopping collection.

Description: Sample data collected is not written to disk because it is full. The daily audit cleans the disk of sample data, at which time sample data is written to disk again. Call processing continues as usual and no effect to service is seen.

Action: No action.

0000/0028	***Message:*** <PRU_name> (Tokenizer) Disk status is now lower than threshold. Will start collection.
	Description: Sample data collected is now written to disk. The daily audit has made room for new sample data. Call processing continues as usual and no effect to service is seen.
	Action: No action.
0000/002A	***Message:*** <PRU_name> Tokenizer logged into server. Collection will start. Server name = <server_id>.
	Description: Sample data is collected via server. Call processing continues as usual and no effect to service is seen.
	Action: No action.
0000/002B	***Message:*** <PRU_name> Tokenizer located file server. Collection will start. Server name = <server_id>.
	Description: File server has been located. File server is required for the collection of sample data. Call processing continues as usual and no effect to service is seen.
	Action: No action.
0001/0004	***Message:*** [PRU_name] could not query the ACPE [queried_PRU_name], for its loading. The length of data returned did not match the length requested.
	Description: There has been a data mismatch between the ACPE-RM and the ACPE. This mismatch is probably the result of incompatible PRU versions.
	Action: Both the ACPE-RM and the ACPE should be reloaded from tape, and then brought back into service. Keep a record of the error for NT.
0001/0005	***Message:*** [PRU_name] could not query the ACPE [queried_PRU_name], for its calls. The length of data returned did not match the length requested.
	Description: There has been a data mismatch between the ACPE-RM and the ACPE. This mismatch is probably the result of incompatible PRU versions.
	Action: Both the ACPE-RM and the ACPE should be reloaded from tape, and then brought back into service. Keep a record of the error for NT.
0001/0006	***Message:*** [PRU_name] has filled up it's table for handling ACPEs. [PRU_name_2] will not be added. The maximum number of supported ACPEs is <number>.
	Description: A maximum number of ACPEs are supported. The maximum number has been reached and all others brought into service are ignored.
	Action: No action.
0001/0007	***Message:*** [PRU_name] has filled up it's table for handling calls. The maximum number of supported calls is <number>.
	Description: A maximum number of calls are supported. The maximum number has been reached and all others presented to the PRU are ignored.
	Action: No action.
0001/0020	***Message:*** [PRU_name] could not get a heap for the tokenizer task. No token could be issued. [Two 80 character lines of optional data.]
	Description: Unable to issue tokens. Call processing continues as usual and no effect to service is seen.

Action: No action.

0001/0021 *Message:* [PRU_name] Non success return from tokenizer task, from INIT entry. No tokens will be issued. [Two 80 character lines of optional data.]

Description: Unable to issue tokens because of unsuccessful return code from tokenizer. Call processing continues as usual and no effect to service is seen.

Action: No action.

0001/0022 *Message:* [PRU_name] Exception entry invoked. All tokens will be turned off. [Two 80 character lines of optional data.] Error Class = <class_id>. Error Type = <type_id>.

Description: Unable to issue tokens and all issued tokens are stopped because of exceptional entry. Call processing continues as usual and no effect to service is seen.

Action: No action.

0001/0023 *Message:* [PRU_name] Tokenizer read an invalid server name. table = TOKEN CONTROL. Server name = <server_id>.

Description: Unable to issue tokens because of an invalid server name was read. Call processing continues as usual and no effect to service is seen.

Action: No action.

0001/0024 *Message:* [PRU_name] Tokenizer read an invalid entry in a table. table = TOKEN SCHEDULE. Key = <key_id>.

Description: Unable to issue tokens because an invalid table entry was read. Call processing continues as usual and no effect to service is seen.

Action: No action.

0001/0025 *Message:* [PRU_name] Tokenizer obtained a zero volume size from the server name.

Description: The tokenizer encountered an invalid volume size. Call processing continues as usual and no effect to service is seen.

Action: No action.

0001/0026 *Message:* [PRU_name] Tokenizer encountered an invalid directory name. Directory name = <directory_id>.

Description: The tokenizer encountered an invalid directory name. Call processing continues as usual and no effect to service is seen.

Action: No action.

0001/0029 *Message:* [PRU_name] Tokenizer could not log into server. Server name = <server_id>.

Description: The tokenizer had problems logging into the server. Call processing continues as usual and no effect to service is seen.

Action: No action.

12. Control link log messages - 9441

0000/0000   *Message:* Data Link [link_identifier] to DMS [common_language_location _identifier] is in service.

           Description: This log is generated when the X.25 Control Link has been reset. At initialization time this log is considered a normal occurrence. At any other time it is not. Data may have been lost depending on the activity in progress at the time of the reset.

           Action: No action is required. The condition indicates that a link is now available. If data was lost, if cannot be recovered.

0000/0001   *Message:* Data Link [link_identifier] to DMS [common _language_location _identifier] is out of service. Reason = [reason].

           Description: This log is generated when the X.25 Control Link is no longer available for use. Data may have been lost depending on the activity in progress at the time of the reset. The reason may be one of the following: 1) X.25 PRU managing link is down (The X.25 PRU is out of service), or 2) Link is down (X.25 service associated with the physical link has been reset and is no longer available).

           Action: No action is required if within 30 seconds a log is generated indicating that the specified data link is now available. If this log does not follow, check all physical connections. If all are in good order, the problem is likely associated with a DMS failure (i.e.. MPC card). If the reason given is X.25 PRU Failure, the PRU must be returned to service. If a return to service does not happen automatically, it means the maximum fault count limit has been exceeded. This indicates that the processor is in trouble.

0000/0002   *Message:* Data Link PRU has bad initialization data.
           Reason = [reason].

4   *Description:* This log is generated when invalid data has been found in "Datalink_Config" or "VSN_System" tables for a particular Data Link (DL) PRU. The reason given may be one of the following: 1) too many links (more than 4 links have been configured for each DL PRU), 2) Data Link tables are missing 3) no links defined in tables (no links are defined in Datalink_Config table), 4) X.25 PRU referenced in table does not exist (the X.25 PRU number in Datalink Config table does not exist), 5) no call sanity timeout parameter defined in VSN_System table, 6) No maximum calls allowed parameter defined in VSN_System table, 7) no VSN identifier defined in VSN_System table, 8) two different DMS CLLIs defined for one Data Link PRU.

           Action: Modify data entry in Datalink_Config or VSN_System tables, then reinitialize the failed DL PRU.

0000/0003	**Message:** A Datalink message was discarded. Destination = [DMS_or_VSN]. Reason = [reason]. Message Type = [message_type].
	Description: This log is generated when the X.25 Datalink software encounters a problem sending a message. The reason is one of the following: 1) Message type received from application is not supported, 2) Message type received on link is not supported, 3) problem relaying message to X.25 (outgoing message could not be sent to X.25 for transmission), 4) too many messages for Datalink PRU to manage (PRU has received more messages than it can send out), 5) problem relaying message to VSN application (message received by AABS could not be relayed to VSN), 6) attempt to send message to a DMS that is not supported, 7) attempt to send message with invalid callID.
	Action: If both data links have failed, then reboot the PRUs involved. If the problem is not failed data links, contact NT for support.
0000/0004	**Message:** Datalink PRU received a message from an unknown link. Software location = [message_received_by].
4	**Description:** This log indicates a serious internal problem. The location given may be either 1) xmtHandler (Datalink's transmit handler), or 2) nData Reply (Datalink's X.25 data acknowledgement entry).
	Action: Contact NT immediately.
0000/0005	**Message:** Data Link PRU encountered an event while in an incorrect internal state. Event = @ & 27* current state = @ & 27*
	Description: This log indicates that a Datalink PRU encountered an event that should not have happened while in its current internal state. This may indicate an internal problem.
	Run Time Parameters (RTP) First RTP is a string indicating what the new event is. Second RTP is a string indicating what the current state is.
	Action: If the problem persists, retain all of the information regarding the problem and contact your NT representative.
0000/0006	**Message:** Datalink PRU's outgoing message queue reached a module 10 length. Number of messages in queue = [num_message].
4	**Description:** The Datalink PRU maintains a queue of messages that are outbound, that is destined for the DMS. When this queue grow large, some delays may occur in user interaction. This log indicates how large this queue has grown when it reaches a size which is a multiple of 10.
	Action: No action required. This message is for informational purposes only.
0000/0007	**Message:** An outgoing message was in the Data Link PRU's queue for an abnormally long time. Time in milliseconds = [time].
4	**Description:** The Datalink PRU maintains a queue of messages that are outbound, that is destined for the DMS. When this queue grow large, some delays may occur in user interaction. This log indicates how long a message has been in the queue before it was transmitted if the time is greater than 3 seconds.
	Action: No action required. This message is for informational purposes only.

13. Application call processing engine log messages - 9442

0000/0000   ***Message:*** <PRU_name>, has just become operational. Call processing capacity of this ACPE is now 24 out of 24 calls. All pending minor alarms against this ACPE PRU will be cleared. [Two 80 character lines of optional data.]

                      Description: This log is generated each time the ACPE is rebooted. If there were alarms pending against the PRU they are cleared.

                      Action: No action.

0000/0001   ***Message:***<PRU_name>, Initialization sequence aborted. Error or inconsistency encountered while loading ACPE initialization data.   [Two 80 character lines of optional data.]

                      Description: An error or inconsistency was found in ACPE datafill. The additional information is provided for NT, not operating company personnel.

                      Action: Contact NT immediately.

0000/0002   ***Message:*** <PRU_name>, Initialization error occurred; ACPE PRU initialization sequence aborted. [Two 80 character lines of optional data.]

                      Description: An error occurred while initializing the ACPE PRU.   The additional information is provided for NT, not operating company personnel.

                      Action: Contact NT immediately.

0000/0100   ***Message:*** <PRU_name>, encountered a call error. Automatic recovery will be initiated. Other calls being processed by this ACPE should not be affected. [Two 80 character lines of optional data.]

                      Description: The error has only affected a single subscriber call.   The ACPE should recover itself. If this log is generated many times in a short period of time, the ACPE has encountered a serious error and can not recover automatically.

                      Action: No action is required if this event occurs periodically. If this log occurs often over a short period of time, take the ACPE PRU out of service, and then return it to service.

0000/0102   ***Message:*** <PRU_name>, has noted a call event. Calls in progress and new calls should not be affected. [Two 80 character lines of optional data.]

                      Description: The ACPE is simply reporting an anomaly.

                      Action: No action.

0000/0103   ***Message:*** <PRU_name>. Automatic recovery of a failed call has been initiated. The call will be aborted/rejected as appropriate. [Two 80 character lines of optional data.]

Description: The ACPE is beginning automatic recovery. The failure has only affected one subscriber call.   If this log is generated many times in a short period of time, the ACPE has encountered a serious error and can not recover automatically.

Action: No action is required if this event occurs periodically. If this log occurs often over a short period of time, take the ACPE PRU out of service, and then return it to service.

0000/0104 *Message:* <PRU_name>, has encountered a serious error. The ACPE has encountered a serious error which it cannot recover from. It will continue to process calls, but at a diminished capacity. A minor alarm will be generated, which can be cleared by rebooting this ACPE PRU. [Two 80 character lines of optional data.]

Minor *Description:*   The ACPE has encountered problems that have affected its capacity to process calls.

Action: No immediate action is required since the ACPE is still capable of processing calls. When capacity is too low, reboot the PRU.

0000/0105 *Message:* <PRU_name>, has detected a fatal error. This ACPE PRU has detected a serious problem which prevents it from continuing to operate. Any calls being processed will be aborted. [Two 80 character lines of optional data.]

Description: The ACPE has encountered a serious problem. All calls being processed at the time of the problem have been aborted. The ACPE PRU is automatically rebooted by the system.

Action: No immediate action is required because the PRU is rebooted automatically.   If the problem persists contact NT with a record each time the problem occurred.

0000/0106 *Message:* <PRU_name>, has encountered a serious error.

Description: The ACPE has detected that the locality database is no longer in service. All calls will continue to be processed; locality calls will be handled according to the datafill of parameters of the field Locality_Check and Loc_Default_Prompt in table User Interaction. [Two 80 character lines of optional data]

Action: No immediate action is required because the ACPE continues to process calls, but at a reduced capacity.

0000/0107 *Message:* <PRU_name>, Event

Description: The ACPE has detected that the locality database is returning to service. The ACPE will process locality calls when the Locality Database is in the Working state.

Action: No action is required.

0000/0108 *Message:* <PRU_name>,Locality Prompt Too Long.

Description: The ACPE could not play the locality prompt for this call because it exceeds the maximum length that is currently handled (16,000 bytes, approximately 7.5 seconds). This call is handled according to the datafill of parameter Loc_Default_Prompt in table User Interaction.

Action: Shorten the prompt by using the Prompt Manager to eliminate the pre-prompt silence or the post-prompt silence. If this procedure is not adequate, a different prompt should be created.

0003/0001	*Message:* ACPE error. Unable to initialize; duplicate datafill detected during executor initialization: [duplicate_data_string] reading SDM table: [table_name].

Description: This log is generated if a duplicate string is detected by the ACPE when reading an SDM table. This means there is ambiguous reference in the datafill. The ACPE can not go into a working state.

Action: Change the datafill for one of the entries. (The location of the duplicate data is given. The first occurrence of the data string is not specified.)

0003/0002	*Message:* ACPE error. Unable to initialize; unresolved reference: [offending_reference] in SDM table: [table_name].

Description: This log is generated when datafill in the specified table references a symbol that cannot be found. The ACPE cannot go into a working state.

Action: The unresolved reference must be corrected. (The locations in which the search took place are unspecified.)

0003/0003	*Message:* ACPE error. Unable to initialize SDM table: [table name] is too large. Maximum size is [number_of_entries].

Description: This log is generated when the number of entries in a table exceeds the maximum. The existing data structure is unable to hold all the data.

Action: Reduce the size of the table. The maximum table size is hard coded and cannot be changed.

0003/0004	*Message:* ACPE detected Voice Interface error. [Error_type_detected]. Source of error was Voice Interface SRU located at cabinet [number], slot [number], channel [number]. VI error code: [decimal], Executor Involved: [executor_name].

Description: This log is generated when the Voice Interface (VI) returns an error condition that is not caused by user interaction. The call is usually aborted. The [error_type_detected] gives a brief description of the error.

Action: No action. If the problem persists, it may be necessary to change the specified voice channel or the whole SRU.

0003/0005	*Message:* ACPE error. A parameter error was detected by the executor [executor_name]. Debugging Information: [parameter/value].

Description: This log is generated when an executor detects an error in an input parameter.

Action: Contact NT

0003/0006	*Message:* ACPE error. An attempt was made to concatenate two different coding methods. The prompts were: [segment_file_1] and [segment_file_2]. Debugging Information: [parameter/value].

Description: This log is generated when a MPLPC-coded prompt is concatenated with a prompt coded in PCM.

Action: Record all information and report the problem to NT.

0003/0008	*Message:* ACPE error. An attempt has been made to allocate more [procedure_variable_type] procedures than the associated data structure can hold. This indicates that there was an error while creating the ACPE. The maximum number of provars permitted in the structure is [number].

Description: This log is generated when to many procedure variables have been added to the ACPE data structure. The ACPE will not load.

Action: Record all information and report the problem to NT.

0003/0009   *Message:* ACPE error. A software error has been detected. See the debug information for details. Debugging Information: [parameter/value].

Description: This log is generated when there is an error in the code.

Action: Record all information and report the problem to NT.

0003/000A   *Message:* ACPE error. The maximum number of OMs, [number], which may be declared in the SDM table [table_name] has been exceeded.

Description: This log is generated when there are too many entries in a specific table.

Action: Record all information and report the problem to NT.

0003/000B   *Message:* ACPE error. An unknown action string [offending_string] has been found in the SDM table [table_name]. As a result the ACPE will not load.

Description: This log is generated when an unknown screening code action has been specified in an SDM table. The ACPE will not load.

Action: Correct the screening code error using the help information in the table editor.

0003/000C   *Message:* ACPE error. An invalid screening code [offending_code] has been found in the SDM table [table_name]. As a result the ACPE will not load.

Description: This log is generated when an invalid screening code action has been specified in an SDM table. The ACPE will not load.

Action: Correct the screening code error using the help information in the table editor.

0003/000D   *Message:* ACPE error. The silence prompt for PCM/MPLPC was not loaded but was referenced.

Description: This log is generated when a silence should be played between concatenated prompts but has not been loaded. The ACPE will not load.

Action: Record all information and report the problem to NT. The silence must be loaded or all references to the silence must be deleted.

0003/000E   *Message:* ACPE error. Unable to allocate VI channel for call. Call was rejected. The template set requested was [template_name]. Debugging Information: VIRM code: [decimal].

Description: This log is generated when there are no VI channels available to handle the call. Typically this log means that some channels are out of service.
NOTE: This log occurs very often when channels are out of service, therefore thresholding has been set at 100 over a period of two minutes. Thresholding can be changed to suit the conditions.

Action: Restore the VI channels that are down. If more than eight channels are down, the SRU may be faulty. If the SRU is faulty replace it with the spare. If the channels will be down for an extended period, the thresholding can be changed or the whole log suppressed.

0003/000F   ***Message:*** ACPE error. Unable to allocate T1 channel for call. Call was rejected. The CLLI of the DMS from which the call originated was [DMS_CLLI]. The voice channel on which the call was received was [channel_id]. Debugging Information: T1RM code: [decimal].

Description: This log is generated by the T1 Resource Manager when it is unable to allocate T1 resources for the call. The T1RM return code is given.

Action: No action is required.

0003/0010   ***Message:*** ACPE error. Unable to connect VI channel to voice channel via the VNM. Debugging Information: VNM code: [decimal].

Description: This log is generated by the Voice Network Manager when it is unable to connect the T1 to the VI. The VNM return code is given.

Action: No action is required, but the error should be reported to NT.

0003/0011   ***Message:*** ACPE error. Unable to release VI speech slave in cabinet [cabinet_number], slot [slot_number] and channel [channel_id]. Debugging Information: VI code: [decimal].

Description: This log is generated by the VI. It is automatically reported to the VI Resource Manager. It may indicate problems with the VI channel.

Action: No action is required.

0003/0012   ***Message:*** ACPE error. Error encountered while attempting to release the voice bus slots being used by both the VI channel at cabinet [cabinet_number], slot [slot_number] and channel [channel_id] and a T1 channel. Debugging Information: VNM error code: [decimal].

Description: This log is generated by the Voice Network Manager (VNM) when it determines that slots have not been allocated for the T1 and VI. This assessment by the VNM may not be accurate. The log indicates that the release of the voice bus slots failed.

Action: No action is required.

0003/0013   ***Message:*** ACPE error. Error encountered while attempting to release a T1 channel. Debugging Information: T1RM error code: [decimal].

Description: This log is generated when unexpected code is received by the T1 Resource Manager during a release attempt.

Action: No action is required.

0003/0014   ***Message:*** ACPE error. Error encountered while attempting to release THE VI channel at cabinet [cabinet_number], slot [slot_number], channel [channel_id]. VIRM error code: [decimal].

Status   ***Description:*** This log is generated when unexpected code is received by the AudToMem routine. This error may indicate a memory problem.

Action: No action is required.

0003/0015   ***Message:***   ACPE error. Unable to load prompts from audio files. The error was not an I/O error.   Error code from routine AudToMem: [decimal].

Status   ***Description:***   This log is generated when unexpected code is received by the VI Resource Manager during a release attempt.

Action: Contact NT immediately.

0003/0016   ***Message:*** no locality processing available for current call

Description: The ACPE could not determine the locality treatment for the current call because the Locality Database is either a new set of locality prompts, or a new set of locality prompts is being saved. This call will be handled according to the datafill of parameters Locality_Check and Loc_Default_Prompt in table User Interaction.

Action: No immediate action is required because the ACPE continues to process calls,(at a diminished capacity).

0003/0017   *Message:* no locality call processing for current call.

Description: The ACPE could not determine the locality treatment for the current call because the Locality Database is not in the Working state. This call will be handled according to the datafill of parameters Locality_Check and Loc_Default_Prompt in table User Interaction.

Action: No action is required because the ACPE continues to process calls,(at a diminished capacity).

0003/001A   *Message:* [PRU_NAME], error. An invalid name plus locality mode, <invalid mode>, has been found in table "LOC_SCREEN_CODES". As a result ACPEs will not load.

Description: This log indicates that the valid values for the name plus locality mode field are given in the help information in the table editor.

Action: The table must be corrected before the ACPEs will load.

0003/0018   *Message:* ACPE failed to communicate with the Locality Database.

Description: This call will be handled according to datafill of the parameters Locality_Check and Loc_Default_Prompt in table User Interaction. Debugging information is provided.

Action: No action is required because the ACPE continues to process calls,(at a diminished capacity).

0003/0200   *Message:* State table log

Description: This is a log that is generated by the state table for application TABS. Two lines of state data are provided.

Action: Action as indicated in the message.

0003/0201   *Message:*   Log generated by state table for application <TABS>. [Call abnormally terminated. See trace back for detail.]
Current state :   <state code>   via input: <event #>
Called from :   <state code>   via input: <event #>

Status   *Description:*   This log is generated by the state table when it encounters an error during an event sequence.

Action: Contact NT immediately. Record the state and event codes listed in the log and report them to the NT representative.

14. T1 resource manager log messages - 9443

0000/0000   *Message:* [PRU_name] reports internal software error. [Two 80 character lines of optional data.]

                         Description: The identified PRU is reporting a fatal internal error. The reason for the error may one of many (too many to list) but is clearly identified in the body of the message.

                         Action: Document the error and message precisely, and then contact NT. The PRU must be reloaded.

0000/0001   *Message:* [PRU_name] reports administration error. Error = [string]. [Two 80 character lines of optional data].

                         Description: The identified PRU is reporting an administration error. The reason for the error is one of the following: 1) Operation successful, 2) Bad parameter used, 3) Object versions do not match, 4) Object already exists, 5) Object not marked, 6) Object marked by another session, 7) Object marked by user profile editor, 8) File contains maximum number of objects, 9) Failed to apply an update session, 10) Object name not found, 11-14) Obsolete, 15) Administration is busy notifying registered tasks, 16) Administration cannot get sufficient memory space.

                         Action: Make sure that T1 SRU configuration data is initialized. Configuration data is accessed from Digital Trunk Link under SAS configuration. (When attempting to save configuration data from T1 Maintenance the Digital Trunk Link configuration agent must not be active.)

0000/0002   *Message:* [PRU_name] reports software error for T1 SRU in Cabinet [ID_number], Slot [Id_number]. [Two 80 character lines of optional data.]

                         Description: The identified PRU is reporting a software error in the T1 SRU. The reason for the error is one of the following: 1) Failed to locate configuration data for T1 SRU, 2) Failed to locate trunk mapping data for T1 SRU, 3) Fatal error detected in the T1 audit task. Task exiting, 4) Fatal error in call processing task. Task exiting, 5) Call Processing task for T1 SRU has exited. Task restarting, 6) Call processing task for T1 SRU has exited. Task cannot be restarted, 7) Audit task for T1 SRU has exited. Task restarting, 8) Audit task for T1 SRU has exited. Task cannot be restarted, 9) Failure in trunk status query to T1 SRU, 10) Failure in trunk timeslot query to T1 SRU.

                         Action: Make sure that T1 configuration data has been initialized. Record all information and report it to NT,

0000/0003   *Message:* [PRU_name] reports a T1 maintenance error. [Two eighty character lines of system generated information.]

Description: A T1 Maintenance error has been reported.

Action: Exit, then re-access T1 Maintenance.

0001/0000 *Message:* T1 Link Error for T1 SRU in Cabinet [cabinet_id], Slot [slot_id]. Condition = [string]. Error Level = [string].

Description: There is a link error for the T1 SRU at the specified location. The reason (condition) for the error is one of the following: 1) Bipolar violation, 2) Frame slip, 3) Frame loss, 4) Frequency converter unlock, 5) VBus collision, 6) Line fail, 7) Transmit clock fail, 8) 5ms clock, 9) Peripheral loopback, 10) Yellow alarm, 11) Red alarm, 12) A/B buffer overrun.
The error level is one of the following: 1) Error Cleared, 2) Maintenance Limit Attained, 3) Out-of-service limit attained. If the maintenance level is reached, the link is still operational. If the out-of-service limit is reached, the T1 link is taken out of service.

Action: Adjust thresholds using digitial trunk link configuration service. Make sure that the synchronization manager is operational, and that the T1 link is connected properly.

0001/0001 *Message:* T1 Link Event for T1 SRU in Cabinet [cabinet_id], Slot [slot_id]. Event = [string].

Description: There is a link event for the T1 SRU at the specified location. The event is either of the following: 1) Channels reconnected for T1 link, or 2) Channels disconnected for T1 link. When the channels have been disconnected all voice channels have been taken out of service. When the channels have been reconnected, the number of voice channels specified by the maintenance limit are available for use.

Action: Refer to previous log for direction.

0002/0000 *Message:* Voice Link Event for T1 SRU. Event = Link placed in Standby BusiedOut\Standby Inservice\\state.

Global Event *Description:* One of the T1 links has experienced a change in state. If a link is placed "StandBy BusiedOut" or "Standby InService", the state change is normal and has been made either by program control or as requested through T1 Maintenance.

Action: First RTP is an integer (decimal) indicating the cabinet number of the T1. Next RTP is an integer (decimal) indicating the slot number of the T1. Next number is an integer (selector) specifying the event.

0002/0001 *Message:* Voice Trunk Event for T1 SRU in Cabinet [cabinet_id], Slot [slot_id]. Channel = [channel#_id]. Event = [string]. DMS CLLI = [DMS_id], Trunk ID = [trunk_id].

Description: One of the following voice trunk events occurred for the T1 SRU at the specified location: 1) Trunk placed in remote answer state, 2) Trunk placed in remote seized state, 3) Trunk placed in seize failure state, 4) Trunk placed in trunk failure state, 5) Channel allocation failure. Trunk not found in T1 configuration, 6) Channel allocation failure. Trunk not available (not inservice), 7) Call aborted on trunk due to T1 failure or T1 maintenance action,

Action: If trunk state is remote answer or remote seized, clear condition by making the far-end go on-hook. If trunk state is seize failure or trunk failure, clear error through T1 maintenance. If trunk state indicates an allocation problem, make sure that the DMS CLLI and TrunkID are correctly datafilled under the Digital Trunk Link configuration service.

0003/0000   **Message:** [PRU_name] has cleared any outstanding T1 Voice Link Alarms.

Description: This log is generated each time the PRU is rebooted. If there were alarms pending against the PRU they are cleared.

Action: No action.

0003/0001   **Message:** Voice Link Alarm Event for T1 SRU. Event = Major alarm set for failed Standby InService link.

Major   **Description:** A Major Alarm has been set for failed (SysBusy) T1 link.

Action: Clear the alarm by causing the link to leave the SysBusy state - either by clearing the error condition, rebooting the T1 SRU, reconfiguring the link to Offline, or by removing the SRU from the System Map under SAS - CONFIGURATION. User action is required.

First RTP is an integer (decimal) indicating the cabinet number of the T1. Next RTP is an integer (decimal) indicating the slot number of the T1. Next number is an integer (selector) specifying the event.

0003/0002   **Message:** Voice Link Alarm Event for T1 SRU. Event = Major Alarm Cleared for Standby InService link..

Description: A Major Alarm has been cleared for a T1 link.

Action: No action is required.

First RTP is an integer (decimal) indicating the cabinet number of the T1. Next RTP is an integer (decimal) indicating the slot number of the T1. Next number is an integer (selector) specifying the event.

0003/0003   **Message:** Voice Link Alarm Event for T1 SRU. Event = Minor Alarm set for Standby BusiedOut link.

Minor   **Description:** A Minor Alarm has been set for a failed (SysBusy) T1 link.

Action: Clear the alarm by causing the link to leave the SysBusy state, either by clearing the error condition, rebooting the T1 SRU, reconfiguring the link to Offline, or by removing the SRU from the System Map under SAS - CONFIGURATION. User action is required.

0003/0004   **Message:** Voice Link Alarm Event for T1 SRU in Cabinet. Event = Minor Alarm Cleared for Standby BusiedOut link..

Description: A Minor Alarm has been cleared for a T1 link.

Action: No action is required.

15. Locality database log messages - 944E

0000/0000   ***Message:*** The Locality Database has just become operational. Locality queries can now be processed. Any pending minor alarms against the Locality Database have been cleared.

Description: This is an information message only.

Action: None.

0000/0001   ***Message:*** The LDB has detected a serious problem which prevents it from initializing.
"Diagnostic String 1"
"Diagnostic String 2"

Description: A serious error was encountered by the LDB PRU during initialization. The LDB PRU will be automatically rebooted by the system. The first diagnostic string describes the nature of the problem, and the second diagnostic string gives more information on the problem.

Action: No action is required unless the condition persists.

0000/0002   ***Message:*** The LDB has detected a serious problem in initialization in either a query handler or the MMI which it cannot recover from. Initialization will continue. A minor alarm will be generated, which can be cleared by rebooting the LDB PRU or from the Alarm Query MMI.
"Diagnostic String 1"
"Diagnostic String 2"

Description: The first diagnostic string describes the nature of the problem. This string will indicate whether the log concerns a query handler or the MMI.   If it concerns a query handler, it will show the current number of query handlers. The second diagnostic string gives more information about the problem.

Action: No explicit action is required immediately, as the LDB can continue with initialization, but with diminished capacity, as indicated in the log message. If the query processing capacity is too low, or if the MMI processing has failed, the LDB PRU should be rebooted.

0000/0003   ***Message:*** The Locality DataBase has detected a problem in initialization of Custom Branding information. Initialization will continue.
"Diagnostic String 1"
"Diagnostic String 2"

Description: The diagnostic strings, which are filled by the LDB PRU, describe the nature of the problem. The problem reported may be with the custom branding information found in the Custom Brands and Carrier Brands SDM tables, or in the Locality Database brand index fields. These problems may be the result ofi references to non-existent branding segment prompts in the Locality Database, references to non-existent brand indexes, and lack of data store memory.

Action: No explicit action is required immediately, as the LDB can continue with initialization, as the Locality Database can continue with initialization. Correct the problem and reboot the Locality Database to restore Custom Branding service.

0000/0102   *Message:* The LDB has encountered a serious error which it cannot recover from in either a query handler or the MMI. It will continue to process LDB queries, but at a diminished capacity. A minor alarm will be generated, which can be cleared by rebooting the LDB PRU.
"Diagnostic String 1"
"Diagnostic String 2"

Description: The first diagnostic string describes the nature of the problem. This string will indicate whether the log concerns a query handler or the MMI. If it concerns a query handler, it will show the current number of query handlers. The second string contains more information on the problem.

Action: No explicit action is required immediately, as the LDB can continue to process queries, but with diminished capacity, as indicated in the log message. If the query processing capacity is too low, or if the MMI processing has failed, the LDB PRU should be rebooted.

0000/0103   *Message:* The LDB has detected a serious problem which prevents it from continuing to operate. Any queries being processed will be aborted. All MMI operations will be aborted.
"Diagnostic String 1"
"Diagnostic String 2"

Description: The first diagnostic string describes the nature of the problem, the second string gives additional information on the problem.

Action: A serious error was encountered by the LDB PRU. The LDB PRU will be automatically rebooted by the system, so that no action is required, unless the condition persists.

0000/0104   *Message:* The LDB has detected an internal software error.
"Diagnostic String 1"
"Diagnostic String 2"

Description: A serious internal software error was encountered by the LDB. If the error is a fatal error and the LDB is unable to continue processing, all queries being processed by the LDB PRU will be aborted. All MMI operations will be aborted. The first diagnostic string describes the nature of the problem, the second string gives additional information on the problem.

Action: All information on this error should be recorded and reported to NT service personnel. The LDB PRU will be automatically rebooted by the system, so that no further action is required, unless the condition persists.

0000/0105   *Message:* The LDB has received an error from a system operation.
"Diagnostic String 1"
"Diagnostic String 2"

Description: A serious error was received from a system operation. If the error is a fatal error and the LDB is unable to continue processing, all queries being processed by the LDB PRU will be aborted. All MMI operations will be aborted. The first diagnostic string describes the nature of the problem, the second string gives additional information on the problem.

Action: All information on this error should be recorded and reported to NT service personnel. The LDB PRU will be automatically rebooted by the system, so that no further action is required, unless the condition persists.

0000/0106 *Message:* The LDB has encountered an error trying to transfer a prompt requested by the ACPE to the ACPE executor data space.
"Diagnostic String 1"
"Diagnostic String 2"

Description: The LDB has either received an error from an ACPE executor during a prompt transfer, or was unable to start the transfer with the ACPE executor, or has no transfer tasks available to allocate to the ACPE. The first diagnostic string describes the nature of the problem, the second string gives additional information on the problem.

Action: No action is required unless the condition persists, in which case the LDB PRU should be rebooted.

0000/0201 *Message:* An error occurred which caused the print task to fail. The Locality Database will not be printed. Call processing will not be affected.
"Diagnostic String 1"
"Diagnostic String 2".

Description: This log indicates that if successive attempts to print the Locality Database fail, the Locality Database PRU is to be rebooted.

Action: If the problem persists, retain all of the information regarding the problem and contact your NT representative.

0000/VQ003 *Message:* The user has chosen to install a prompt set that is missing a language version of an announcement(s) that existed in the loaded set. Calls requested in the missing language version will be handled according to the parameter LOC_LANG_UNAVAIL.

Description: Informational message only.

Action: No action is required.

16. ACPE Maintenance Position log messages - 9445

9945/0004	***Message:*** @1 Initialization sequence aborted. Error or inconsistency encountered while loading the ACPE Maintenance Position initialization data. xxxxx xxxxx ***Description:*** @1 is the reporting PRU, namely the ACPE Maintenance Position. xxxxx are two strings that describe the error that was encountered. ***Action:*** An error has occurred during the ACPE Maintenance Position initialization. The problem may be resolved by rebooting the ACPS Maintenance Position PRU. This initialization error does not affect call processing. Please save this information and contact your NT representative.
0445/0005	***Message:*** @1 aborted. A serious software error has occurred that caused the ACPE Maintenance Position MMI to terminate. xxxxx xxxxx ***Description:*** @1 is the reporting PRU, namely the ACPE Maintenance Position. xxxxx are two strings that describe the error that was encountered. ***Action:*** This software error does not affect call processing. Please save this information and contact your NT representative.

17. Prompt manager log messages - 9451

0100/0101   ***Message:*** User logged in

> <user name>

Description: This message is informative only, confirming that the user with the <user name> has logged in.

Action: None.

0100/0102   ***Message:*** User logged out

> <user name>

Description: This message is informative only, confirming that the user with the <user name> has logged out.

Action: None.

0100/0103   ***Message:*** Archive Successful

Description: This message indicates that an archive function has been completed successfully.

Action: None.

0100/0104   ***Message:*** Restore Successful

Description: This message indicates that a database was successfully restored from magnetic tape.

Action: None

0100/0105   ***Message:*** Install successful

> <set issue>

Description: This message indicates that a database was successfully installed in the TOPS VSM from disk.

Action: None.

0100/0106   ***Message:*** Librarian rebuilding

Description: This is a progress message indicating that the library is in the process of being built, and that queries to the database are not possible.

Action: None.

0100/0107   ***Message:*** Librarian starting

0100/0108   ***Message:*** Librarian running

0100/0109   ***Message:*** Librarian shutdown

0200/0201	*Message:*	Forced Exit
		<procedure name>
		<reason for exit>
0200/0202	*Message:*	Archive Failure
		<reason for failure>
0200/0203	*Message:*	Restore Failure
		<reason for failure>
0200/0204	*Message:*	Bad system command
		<procedure name>
		<command>
0200/0205	*Message:*	Install unsuccessful
0300/0301	*Message:*	Cannot open file
		<detail>
0300/0302	*Message:*	Cannot create file
		<detail>
0300/0303	*Message:*	Read failure
		<detail>
0300/0304	*Message:*	Write failure
		<detail>
0400/0401	*Message:*	No VI channel
0400/0402	*Message:*	VI error
		<detail>
0500/0501	*Message:*	Lib daemon error
		Timeout
0500/0502	*Message:*	Lib daemon error
		Library Corrupt
		Restore from backup
	Description:	
0500/0503	*Message:*	Lib daemon error
		Librarian Dead
		Reboot DVIX
		<detail>

18. Suppressed and Thresholded Logs

This section lists the system logs which have been suppressed or thresholded.

The format for suppressed logs is <Config Number> <Report Number/Error Number>. The format for thresholded logs is <Config Number> <Report Number/Error Number> <Maximum Threshold> <Duration>

Suppressed Logs

0000 00010002	KERNEL INNER CI
0002 41010001	VTP: ERROR 1
0002 41010011	VTP: PHYSICAL DEST IS NON-EXISTENT.
0002 41020037	OAR, Rendezvous error
0002 41050003	SAS, BAD FIELD NUMBER.
0002 4106003B	Tape Server, mode conflict
0003 0001FFFF	PRU operational
0003 0002FFFF	PRU non-operational
0003 0003FFFF	PRU operational
0003 0004FFFF	PRU operation
0003 0005FFFF	PRU appears OK!
0003 0006FFFF	system initialization complete
0003 0007FFFF	enabled
0003 0008FFFF	RM registration
0003 0009FFFF	RM de-registration
0003 000AFFFF	Reload if crashes
0003 000BFFFF	System time set thru SAS
0003 000DFFFF	taken out of service
0003 000EFFFF	X.25, LIU PORT OFFLINE
0003 000FFFFF	PRU initializing
0004 00020005	OAR BAD COMMAND
006D 0000000D	OM file audit.
006D 0000001C	OMCA: I/F ERROR.
006D 0000002D	Number of initiated OMR processors
006D 00000032	Invalid group in OMC file
006D 00000035	No valid OM group

006D 00000038	File audit status
006D 00000039	OMCA: LOCATE ERROR
006D 0000003A	OMCA: LOCATE ERROR (REPORTER)
0220 00000003	VIRM CLEARING ANY ALARMS
8004 00020007	COULD NOT SEND NOTIFICATION
800C 00010002	OAR, change state
800C 00010003	OAR, registration
800C 00020005	OAR, unable to start activity
800C 0002000C	OAR, bad response
800D 00020005	INIT REQUEST FOR M4020
800D 00020008	Bus control error return code 0001
8021 00010001	Long audit response
8022 0002010B	SAM help hard key
8022 00020117	SAM
8022 00010207	Alpha operational
8022 00020113	SAM, no response
8026 0002003A	VNM: SD_DROPS_SLOTS
8028 00020002	HAG, ADMIN READ ERROR ON SN RECORD.
8029 0002002C	SAS, SFH RETURN CODE
802E 00020000	SSM T1 Link Switch
802E 00020001	SSM T1 Link Switch
8220 00010300	XCM X.25 Link is up
8220 00010301	X.25, XCM: LINK IS DOWN
8220 00010400	X.25, MLP PORT IS DOWN
8220 00020500	NCT: CLIENT REQUEST IGNORED
852E 00100002	Job manager, Job complete successfully
852E 00100005	Job manager, start job
852E 00100006	Job manager, job started
8602 00010008	TNAP registration
8700 00010001	Campus resource manager
8700 00010002	Campus resource manager
8700 00010003	Campus resource manager
8700 00010004	Campus resource manager
8700 00010005	Campus resource manager
8700 0001000C	Campus resource manager

700 00020001	Campus resource manager
8700 00020002	Campus resource manager
8700 00020003	Campus resource manager
8700 00020004	Campus resource manager
8700 00020005	Campus resource manager
8700 00020006	Campus resource manager
8700 00020007	Campus resource manager
8700 00020008	Campus resource manager
8700 00020009	Campus resource manager
8700 00020010	Campus resource manager
8700 00020011	Campus resource manager
8700 00024104	Campus resource manager
8700 00030001	Campus resource manager
8700 00030002	Campus resource manager
8700 00030005	Campus resource manager
8700 00030007	Campus resource manager
8700 00040001	Campus resource manager
8700 00040003	Campus resource manager
8700 00040004	Campus resource manager
8720 00010001	UNKNOWN LOG REPORT
8720 00030006	CLEANING UP OF ALARMS
8720 00500002	Logger cache has been modified
8723 00010001	QMAN printer ok
8800 00010001	Server file audit completed.
9440 00000001	ACPE-RM detected ACPE
9442 0003000F	Unable to allocate T1 channel
9443 00030000	CLEARING ANY ALARMS

Thresholding Logs

0004 00020002 100 2	TIMEOUT XMITTING ERRORS
006D 00000005 255 2	Task error on File audit
006D 0000000D 255 2	File I/O errors
006D 0000000E 100 30	OMR locate Job MGR
006D 00000037 255 2	Report End time exceeded
0201 00020015 8 1	TRBUFFER TASK RESULT
800C 00020004 255 2	OAR unable to start job
8026 00020031 48 5	VNM release error due to nil taskid
852E 00200002 255 2	Job could not be started
8531 00200004 255 2	Unable to communicate with Job Mgr
9441 00000007 24 1	CONTROL LINK TIME IN Q
9441 00000006 8 1	CONTROL LINK MODULUS
9442 00030010 48 2	VNM connect error
9442 00030011 48 2	Unable to release speech slave
9442 00030012 48 2	VNM release error

9442	00030013	48	2	T1 release error
9442	00030014	48	2	VI release error
C302	00020018	100	2	VTP return code error
C302	00020010	100	2	Link Error
C302	00020017	100	2	Port Error
C302	0002000F	100	2	No response from peer

19. DMS notices

Some events which occur in the TOPS VSN must be reported to the DMS switch. The report takes the form of a notification message. The list which follows identifies the log/alarm messages sent to the DMS. table VSNALARM on the DMS, which is datafilled by the operating company, adds severity and textual information to the notification message before it is output on the DMS side. The event ID given here corresponds directly to the alarm code in table VSNALARM.

Sub-system	Report & Error Number		Event	Event ID	Severity	Alarm
8720	0003	0002	Faulty PRU	1	minor	Yes
8720	0003	0004	PRU Recovered	1		No
8720	0003	0001	Faulty SRU Device	2	minor	Yes
8720	0003	0003	SRU Device Recovered	2		No
8720	0002	0001	Disk Full	3	critical	Yes
8720	0002	0004	Disk Space Reclaimed	3		No
8722	0001	0001	External Alarm	4	major	Yes
8722	0001	0002	External Alarm Recovered	4		No
8722	0002	0001	External. Alarm	4	major	Yes
8722	0002	0002	External Alarm Recovered	4		No
8722	0003	0001	External Alarm	4	minor	Yes
8722	0003	0002	External Alarm Recovered	4		No
9443	0003	0001	Inserv T1 Failed	5	major	Yes
9443	0003	0002	Inserv T1 Recovered	5		No
9443	0003	0003	Busied T1 Failed	6	minor	Yes
9443	0003	0004	Busied T1 Recovered	6		No
9442	0000	0104	ACPE Capacity Lost	7	minor	Yes
9442	0000	0000	ACPE Recovered	7		No

20. Abbreviations

A list of abbreviations used in this Publication follows:

ACPE	Application call processing engine
CLLI	Common language location indicator
DD	Data dictionary
DMS	Digital multiplex system
DNC	Dynamic network control
DTMF	Dual tone multifrequency
IEEE	Institute of Electrical and Electronic Engineers
IO	Input output
LDB	Locality database
MMI	Man machine interface
NT	Northern Telecom
OM	Operational measurement
PCM	Pulse code modulation
PRU	Program resource unit
RM	Resource manager
SAS	System administration service
SDM	Service data manager
SRU	Shared resource unit
TOPS	Traffic operator position system
VI	Voice interface
VIRM	VI resource manager
VNM	Voice network manager
VSN	Voice service node
VTP	Virtual transport protocol

Network operations systems
TOPS
Voice service node
Log and alarm messages

NORTEL